

ALoHA™ Conversation Flow

Follow the steps below to conduct powerful conversations with your employees, colleagues, and clients.

1. Assess:

Assess yourself, your conversation partner, and the situation.

- Self
 - What is my goal/intention?
 - What assumptions/thoughts do I have?
 - How will I focus?
- Other
 - What's going on for them?
 - How long has this been going on?
 - What's likely to matter most to them?
 - What is their experience level?
- Situation
 - How urgent is this?
 - What is the risk involved?
 - What is the timeline?

2. Learn:

Learn what they care about, what the issue is, what they have tried.

- What's the issue?
- What most concerns you about it?
- Say more about that.
- What else?
- What have you tried/thought of?
- How did it work?
- How can you tell?
- What I think I've heard so far is...
- Let me see if I have the core issue...

3. Offer help:

Offer feedback & praise framed around what matters to them.

- Conversation starter: "I would like to talk with you about _____. Is this a good time?"

Offer recast via questions:

- What is your ideal vision of success?
- If nothing changes in six months, how will you feel?
- If a friend were in the same situation, what would you advise?
- What options aren't you considering?
- If you got the resources you are after, how would you use them tomorrow? In a year?

4. Action:

Ensure success by focusing them on the future.

- What's next?
- What support do you need from me?
- By when will you complete it?
- How will you measure progress and success?
- When can we follow up on your progress?

If you'd like to cultivate brilliant relationships, commitment, and results, contact us to begin a conversation about achieving your goals.